



G. THOMAS SURTEES
Commissioner

State of Alabama Department of Revenue

(www.revenue.alabama.gov)
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Montgomery, Alabama 36132

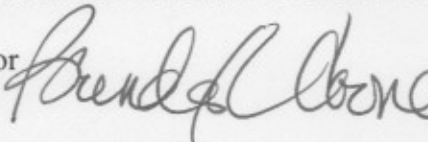
CYNTHIA UNDERWOOD
Assistant Commissioner
LEWIS A. EASTERLY
Secretary

August 30, 2007

MEMORANDUM

2007-21

TO: ALL COUNTY LICENSE PLATE ISSUING OFFICIALS

FROM: Brenda R. Coone, Director
Motor Vehicle Division 

SUBJECT: County Support and Customer Service Enhancements

In an on-going effort to improve the customer service of the Motor Vehicle Division, we are pleased to announce the creation of a dedicated telephone number for use only by county officials and their staff and new customer service counter hours for walk-in customers.

The new Motor Vehicle County Support telephone number has been established specifically for counties to use when they have questions regarding certificates of title. The new **Motor Vehicle County Support telephone number is (334) 353-0477** and is available Monday through Friday from 8:00 A.M. to 5:00 P.M. In an effort to keep this number accessible to the county offices, we are restricting access only to county offices. Please **do not distribute this telephone number to anyone outside of your office since the customer service representatives have been directed to verify that the caller is from a county office before they respond to the call.** Please direct all other inquiries concerning a certificate of title to telephone number (334) 242-9102 or email titles@revenue.alabama.gov. Questions regarding registration should continue to be directed to telephone number (334) 242-9006 or email tags@revenue.alabama.gov. Questions regarding Mandatory Liability Insurance (MLI) should continue to be directed to (334) 242-3000 or email mli@revenue.alabama.gov.

The Motor Vehicle Division is changing customer service counter hours for walk-in customers in an effort to be more accessible to taxpayers. The Motor Vehicle Customer Service counters are located in room 1202 (Title, Registration and MLI) and room 1239 (Motor Carrier Services) of the Gordon Person Building, 50 North Ripley Street, Montgomery. **Effective September 4, 2007, the new hours for both Motor Vehicle Customer Service counters will be Monday through Friday from 7:30 A.M. to 4:30 P.M.**

Please feel free to contact this office if you have any questions. As always, your cooperation is greatly appreciated.